



CYNTHIA D. BANKS
Interim Director

COMMUNITY AND SENIOR SERVICES OF LOS ANGELES COUNTY

3175 WEST SIXTH STREET • LOS ANGELES, CA 90020-1708 • (213) 738-2600 (213) 385-3893 FAX

"To Enrich Lives Through Effective And Caring Service"

BOARD OF SUPERVISORS

GLORIA MOLINA
YVONNE B. BURKE
ZEV YAROSLAVSKY
DON KNABE
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February 7, 2006

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Dear Supervisors:

**LOS ANGELES COUNTY AREA AGENCY ON AGING AREA PLAN
YEAR-END REPORT FOR FISCAL YEAR 2004-05
(ALL SUPERVISORIAL DISTRICTS) (3 VOTES)**

IT IS RECOMMENDED THAT YOUR BOARD:

1. Approve the Area Plan Year-End Report for Fiscal Year (FY) 2004-05 (Attachment A).
2. Authorize the Director of Community and Senior Services (CSS), or designee, to sign the Letter of Transmittal (Attachment B) on behalf of the Chair of the Board; and submit the report to the California Department of Aging (CDA).

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The recommended action is necessary for the Department to submit the FY 2004-05 Area Plan Year-End Report to the CDA for approval. CDA approval of the Area Plan Year-End Report is a required condition of the State's agreement with the Area Agency on Aging (AAA).

Implementation of Strategic Plan Goals

The recommended actions support the Countywide Strategic Plan Goals of Service Excellence, Organizational Effectiveness, and Fiscal Responsibility.

FISCAL IMPACT/FINANCING

There is no fiscal impact.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

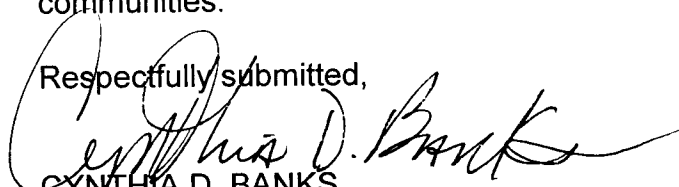
The Area Plan Year-End Report is closely connected to the AAA's four-year Area Plan. The Area Plan is updated annually to include new and revised objectives developed to address the current concerns and needs within the planning and service area. The Area Plan Year-End Report provides a retrospective account of progress made toward specified goals and objectives of the preceding fiscal year. The report reflects a coordinated services system under the jurisdiction of the Department for functionally impaired adults and older adults and describes needs and agency goals and objectives.

The CAO has reviewed and concurs with the recommended actions.

IMPACT ON CURRENT SERVICES

Approval of the Area Plan Year-End Report for FY 2004-05 will enable the AAA to continue with its home- and community-based long-term care initiatives and programs. These programs provide opportunities for functionally impaired adults and older adults to live out their lives with maximum independence and dignity in their own homes and communities.

Respectfully submitted,



CYNTHIA D. BANKS
Interim Director

Attachments (2)

c: David E. Janssen
Raymond G. Fortner, Jr.
J. Tyler McCauley

COUNTY OF LOS ANGELES AREA AGENCY ON AGING

**AREA PLAN YEAR-END REPORT
FOR FISCAL YEAR
2004-2005**

A Coordinated Service System for Older Adults and Functionally Impaired Adults of
Los Angeles County / PSA 19

Under the Older Americans Act and the Older Californians' Act

**LOS ANGELES COUNTY AREA AGENCY ON AGING—PSA 19
YEAR-END REPORT FOR FISCAL YEAR 2004-05**

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*** Community and Senior Services/ Area Agency on Aging of Los Angeles County ***
 * 3333 Wilshire Blvd., Suite 400, Los Angeles California 90010 *
 * Phone: (213) 738-2645; Fax: (213) 365-8649 *
 * Website: <http://dcss.co.la.ca.us> *

EXECUTIVE SUMMARY

The Area Plan Year-End Report is a report submitted to the California Department of Aging (CDA) at the end of every fiscal year (FY). The report is a tool used to inform the CDA on the status of the current year's objectives specified in the FY 2004-05 Area Plan Update. The Area Plan Year-End report highlights the objective accomplishments as well as the objectives that have not yet been met and will be carried over to the next fiscal year.

This report contains information about the major activities undertaken by our department during FY 2004-05. During FY 2004-05, Los Angeles County was focused on several key activities. Of continued priority was the implementation of the Area Agency on Aging (AAA) Programs' Automation (AAAPA) project, including the on-going training on the AAAPA to all nutrition service providers and distribution of plastic credit-card-sized membership cards to all nutrition program clients. AAA and the Los Angeles County Internal Services Department (ISD) meet regularly to assess the strengths and weaknesses of the system and collaborate in completing needed system revisions.

AAA staff in conjunction with Advisory Council members formed a committee that met regularly during the fiscal year, focused on planning for, and development of, the new four-year Area Plan due to the CDA by May 1, 2005.

Los Angeles County AAA actively partnered with the City of Los Angeles AAA and the Access to Benefits Coalition in conducting community outreach to very low-income older adults and adults with disabilities with the goal of enrolling seniors for discount prescription drug cards. This was a major concerted effort conducted on a national level.

AAA, in collaboration with the Advisory Council and Los Angeles County Commission on Aging (LACCOA), held numerous countywide public events such as the Health Fair and Senior Festival, Solutions Forum, Older Americans Recognition Day Luncheon Awards Ceremony, and the Mid-Life and Older Women's Conference.

This document is completed with a twofold purpose. It serves as a compliance document required by the CDA, and it is intended to provide the community with information about our department and the initiatives we are actively pursuing. We invite you to contact us with any ideas or questions you may have and to join us in fulfilling our mission.

PREFACE

The Los Angeles County AAA Planning and Service Area (PSA) 19 is pleased to present the FY 2004-05 Area Plan Year-End Report to the community. This report discusses the major achievements realized by the department as well as the major challenges faced during the period July 1, 2004 through June 30, 2005.

The Year-End Report is closely connected to the AAA's four-year Area Plan for the period July 1, 2001 through June 30, 2005. For each year of the four-year planning cycle, the Area Plan is updated to include new and revised objectives developed to address the current concerns and needs within the PSA. Therefore, the year-end report provides a historical account of the preceding year within the four-year planning cycle.

Section II of this report states those objectives we sought to accomplish during FY 2004-05 and the status of each objective by the close of the fiscal year. Some of these objectives are referred to as Program Development and Coordination (PD & C) activities and are denoted by an asterisk (*). Program Development activities accomplish one of two objectives: (1) the establishment of a new service, or (2) the expansion of an existing AAA service. Coordination activities involve AAA staff in cooperation with other agencies, organizations, or individuals for the purpose of avoiding duplication, improving services, or resolving problems related to service delivery, to better address the service needs of older persons in PSA 19.

I. OVERVIEW

Background

The Los Angeles County AAA is designated by the CDA as the agency responsible for administering approximately \$20 million dollars in Older Americans Act (OAA) and State funds in its planning and service area each year. This planning and service area (PSA 19) consists of the County of Los Angeles, excluding the City of Los Angeles (which operates its own Area Agency on Aging). These funds, along with other sources of local and private funds, are allocated to a provider network of more than 50 community-based agencies that offer a multitude of social, supportive, and nutrition-related services. These services include in-home services (housekeeping, personal care, telephone reassurance services, registry services, etc.), congregate meals (meals served in a group setting), home-delivered meals, care (case) management, legal assistance services, health insurance counseling and advocacy, information and assistance, and preventive health services and the Senior Community Services Employment Program for persons age 55 and older. Our programs are generally available to persons age 60 and above with some programs available for persons with disabilities age 18 and above.

The AAA is located within the Department of Community and Senior Services (CSS), a department within Los Angeles County that provides social services to county residents with a focus on dependent adults and the elderly and their families. CSS serves as the umbrella organization for the direct provision of other key social service programs for adults and older adults including Adult Protective Services (APS), senior centers, senior employment and training services, the Workforce Investment Act (WIA) program, and domestic violence prevention and intervention services, Dispute Resolution and Naturalization Services. The Los Angeles County Board of Supervisors is the governing body over the AAA. As a function of this relationship, the AAA regularly advises the Board of Supervisors regarding the needs of the county's functionally impaired adult and older adult populations. To this end, the AAA conducts various assessments of the needs of functionally impaired adults and older adults and develops programs and strategies to effectively address these needs. The AAA's one-hundred-member Advisory Council, comprised of community representatives and service providers, also assists the AAA in identifying key issues that affect older adults and functionally impaired adults.

The AAA's mission is: *To create a home- and community-based long-term care system that maximizes consumer independence and dignity and is responsive and accessible to Los Angeles County's diverse populations of older adults and disabled adults as well as their families and caregivers.* In keeping with this mission, the AAA spearheads and supports efforts throughout the county that are related to community-based long-term care specifically aimed at preventing or delaying institutionalization of frail and functionally impaired adults through such mechanisms as cooperation, service coordination, and integration.

Major Activities During the Fiscal Year

The AAA was involved in numerous activities throughout FY 2004-05. The major activities are highlighted below:

Area Agency on Aging Programs' Automation Project

- The continued implementation of the CSS Area Agency on Aging Programs' Automation (AAAPA) project, which began in FY 2003-04 for nutrition providers: Congregate Meals and Home-Delivered Meals Programs. The AAAPA System is able to capture the AAA Program's new client data; update existing client data; track unduplicated services provided by county and community-based organizations; generate county, State, and ad hoc reports for provider performance-based reporting, contract monitoring, and client-related reports.

Health Fair and Senior Festival

- The Sixth Annual Health Fair and Senior Festival was held October 7, 2004. This undertaking was in conjunction with the LACCOA. The Health Fair and Senior Festival is designed to promote the health and well-being of seniors and their families in Los Angeles County. The health fair is publicized via radio, television, and print media to reach seniors countywide. The theme was "Aging Well, Living Well."

Collaboration with Los Angeles County Department of Children and Family Services

- The Los Angeles County CSS AAA and the Department of Children and Family Services (DCFS) conducted forums at senior centers countywide encouraging older adults to consider foster care and adoption of older children from the county's foster care system. Older adults were provided with information and educated on foster care and adoption procedures for the older children.

Collaboration with Los Angeles City Department on Aging

- The Los Angeles County CSS AAA and the City of Los Angeles Department of Aging conducted a Solutions Forum at the Los Angeles Convention Center April 7, 2005, in anticipation of the 2005 White House Conference on Aging. The program featured panel presentations on six different topics given by various speakers from private and public community agencies.

Older Americans Recognition Day

- The Older Americans Recognition Day (OARD) Luncheon Awards Ceremony was held May 25, 2005 at the Beverly Hilton Hotel. The National Theme for 2005 was, "Celebrate Long-Term Living." During the ceremony honorees, which were nominated by one of the 88 municipalities in Los Angeles County or a local senior center, received an award for dedicated community service by the Los Angeles County Board of Supervisors and the LACCOA. There were 90 honorees and over 850 guests.

Fearless Caregiver Conference

- The Los Angeles County AAA co-sponsored the "Fearless Caregiver Conference" held June 28, 2005, in Los Angeles County at the Carson Community Center. The conference offered a day of support for family and professional caregivers by providing information to: increase family involvement; find respite and reduce stress; discover community resources; navigate the healthcare system; obtain financial, legal and insurance assistance.

Commission on Aging Seniors on the Move Program

- The "Seniors on the Move Program" was organized by the LACCOA Transportation Committee. During FY 2004-05, a series of five half-day programs in each Supervisorial District were conducted in which seniors and persons with disabilities from Los Angeles County Senior Centers were given demonstrations and instructions on the use of buses, subway stations, and other transit systems. This program encourages seniors and disabled persons to maintain some form of independence by using the public transportation system in Los Angeles County to leave their homes and carry out ordinary activities.

Advisory Council Activities during FY 2004-05

The AAA Advisory Council, comprised of approximately 100 senior advocates, worked closely with the AAA in its leadership role. Advisory Council members representing various senior organizations and the general public assist the AAA in all matters relating to the development and administration of the Area Plan and the activities therein.

- The Elder Abuse / Fraud Prevention committee collaborated with the Los Angeles County District Attorney's office to give a presentation for law enforcement—agencies that are front-line reporters of elder abuse. The event titled "Making the Connection on Elder Abuse Reporting" was held May 19, 2005 at the Monrovia Community Center. Guests included: Chiefs of Police, Fire Departments, Community Policing Officers and other staff that are directly involved with elder abuse reporting in Los Angeles County. *May 2005 was proclaimed Elder Abuse Awareness Month.*

- The Membership/Outreach committee Speakers' Bureau gave over 12 presentations to over 400 seniors at senior centers in Los Angeles County. On each occasion, the InfoVan or staff from the InfoVan attended and brought valuable information for the

seniors. The presentation included information on the various programs AAA offers to seniors and disabled adults in Los Angeles County.

- The Older Women's Issues committee held its Fourth Annual Mid-Life and Older Women's Conference October 9, 2004 at Pierce College. Themed "A Spotlight on Issues," the event offered free workshops, lunch and an inspirational speech from the keynote speaker, Stephanie Edwards. Approximately 400 people attended this event.

Significant Accomplishment of Objectives

Out of 25 objectives identified for FY 2004-05, 21 were either fully or partially completed. Eighteen of the 21 completed objectives were specified as Program Development & Coordination activities. These activities involve either the establishment or expansion of a service or coordination with other entities beyond the AAA for completion.

Significant Barriers to Accomplishing Objectives

FY 2004-05 continued to be a transitional year for Los Angeles County AAA with many other urgent priorities to complete. CSS established the Centralized Compliance Division (CCD) to ensure contractor compliance, quality assurance and improved program monitoring standards. Consequently, staffing issues continued to impact AAA, and to impede the completion of objectives in FY 2004-05. The department is currently addressing the staffing issues.

Conclusion

FY 2004-05 was a year of preparation and transition. Our department seized additional opportunities as they presented themselves and our accomplishments actually exceeded our expectations. We will continue with our leadership role in the coming years and welcome your involvement in helping to create the future of aging in Los Angeles County.

PSA 19
AREA PLAN GOALS AND OBJECTIVES

The following table indicates the tracking of Area Plan objectives. It reflects the year the objective was introduced, completed, continued, and the new objectives added for the FY 2004-05 Update to the 2001-05 Area Plan:

Objective	Fiscal Year Introduced in Area Plan	Fiscal Year Completed	Current Objective (Continued from previous fiscal year)	New for FY 2004-05 Update
1.1	2001-02	2001-02		
1.2	2001-02	2001-02		
1.3	2001-02	2001-02		
1.4	2001-02	2001-02		
1.5	2002-03	2002-03		
1.6	2002-03	2002-03		
1.7	2002-03	Deleted 2002-03		
1.8	2002-03	2002-03		
1.9	2003-04	2003-04		
1.10	2003-04	2003-04		
1.11	2003-04	2003-04		
1.12	2003-04	2003-04		
1.13	2003-04	2003-04		
1.14	2003-04	Deleted 2004-05		
1.15	2004-05	Partial completion in 2004-05		X
1.16	2004-05	Not completed, reflected in 2005-09 Area Plan		X
1.17	2004-05	Not completed		X
2.1	2001-02	2001-02		
2.2	2001-02	2003-04		
2.3	2001-02	Deleted 2004-05		
2.4	2001-02	Deleted 2004-05		
2.5	2001-02	2001-02		
2.6	2002-03	2003-04		
2.7	2003-04	2003-04		
2.8	2003-04	Partial completion in 2004-05	X	
2.9	2003-04	Partial completion in 2004-05	X	
2.10	2004-05	Partial completion in 2004-05		X
3.1	2001-02	2001-02		
3.2	2001-02	2001-02		
3.3	2001-02	2001-02		
3.4	2001-02	2001-02		
3.5	2001-02	2001-02		
3.6	2002-03	Deleted 2004-05		
3.7	2002-03	2002-03		

Objective	Fiscal Year Introduced in Area Plan	Fiscal Year Completed/Deleted	Current Objective (Continued from previous fiscal year)	New for FY 2004-05
3.8	2002-03		Moved to Obj. 5.7	
3.9	2002-03	Partial completion in 2004-05	X	
3.10	2002-03	Not completed	X	
3.11	2002-03	2002-03		
3.12	2003-04	Deleted 2004-05		
3.13	2003-04	Deleted 2004-05		
3.14	2003-04	2003-04		
3.15	2002-03	2002-03		
3.16	2003-04	2003-04		
3.17	2004-05	Not completed		X
3.18	2004-05	Partial completion in 2004-05		X
3.19	2004-05	2004-05		X
3.20	2004-05	2004-05		X
3.21	2004-05	2004-05		X
4.1	2001-02	Partial completion in 2004-05	X	
4.2	2001-02	Deleted 2004-05		
4.3	2001-02	2001-02		
4.4	2001-02	2003-04		
4.5	2002-03	2002-03		
4.6	2002-03	Partial completion in 2004-05	X	
4.7	2002-03	Deleted 2004-05		
4.8	2003-04	Deleted 2004-05		
4.9	2003-04	Deleted 2004-05		
4.10	2003-04	Deleted 2004-05		
4.11	2003-04	Deleted 2004-05		
4.12	2003-04	Deleted 2004-05		
4.13	2003-04	Deleted 2004-05		
4.14	2003-04	2003-04		
4.15	2003-04	Deleted 2004-05		
4.16	2003-04	Deleted 2004-05		
4.17	2003-04	Deleted 2004-05		
4.18	2003-04	Deleted 2004-05		
4.19	2004-05	Partial completion in 2004-05		X
5.1	2001-02	2002-03		
5.2	2001-02	2002-03		
5.3	2001-02	2003-04		
5.4	2002-03	Deleted 2004-05		
5.5	2003-04	2004-05	X	
5.6	2003-04	Partial completion in 2004-05	X	
5.7	2003-04	Deleted 2004-05		
5.8	2003-04	2003-04		
Objective	Fiscal Year Introduced in Area Plan	Fiscal Year Completed/Deleted	Current Objective (Continued	New for FY 2004-05

			from previous fiscal year)	
5.9	2004-05	2004-05		X
5.10	2004-05	Not completed		X
5.11	2004-05	Deleted 2004-05		
5.12	2004-05	2004-05		X
5.13	2004-05	2004-05		X
5.14	2004-05	Partial completion in 2004-05		X
5.15	2004-05	2004-05		X
5.16	2004-05	2004-05		X

During FY 2004-05 PSA 19 conducted a critical review of all objectives and deleted those determined no longer feasible to complete due to other urgent priorities. The year-end status of the remaining 25 objectives is documented on the following pages.

Rev. 110905

STATUS OF OBJECTIVES FOR FISCAL YEAR 2004-2005

Goal 1: Maximize consumer independence along the continuum of care for disabled adults and older adults.

Rationale: To improve access to home- and community-based services by reducing fragmentation of services, maximizing integration of the service delivery system and to support caregivers.

1.9* Implement the new Home-Based Care Program by developing policies and program guidelines for self-directed services, including personal care, homemaking, adult daycare and in-home supervision. *Completed during FY 2003-2004. Program Development*

1.15 Increase the services and social contacts for participants in the Home-delivered Meals program by implementing a Books with Meals Program in partnership with the County Library. Library books will be delivered to participating seniors with their meals. *To be completed by June 30, 2005. Program Development*

Status: This objective was partially completed by June 30, 2005. The Books with Meals Program was implemented in one city in collaboration with a AAA Home-Delivered Meals (HDM) Program contractor and the local County Library. Surveys were distributed to HDM clients to determine interest, and personal in-home interviews were conducted to establish reading preferences. Library cards were issued and books delivered on a three-week rotation with the participant's meals. Customer satisfaction is high. This objective has been continued as new in the FY 2005-09 Area Plan for possible countywide expansion.

1.16 Develop a training program on Independent Living concepts for caregivers, care managers, and social workers designed to enhance services and maintain independent living for home-based care participants. *To be completed by June 30, 2005. Program Development*

Status: This objective was not completed by June 30, 2005, and is reflected as new in the FY 2005-09 Area Plan. A recommendation has been made to have the California Independent Living Centers in Los Angeles County provide the training.

1.17 Convene a workgroup comprised of representatives of Home-Based Care agencies and AAA staff to develop and implement revisions to the program to maximize its effectiveness. *To be completed by June 30, 2005. Administration*

Status: This objective was not completed by June 30, 2005. Due to other urgent priorities, the AAA staff was unable to organize a workshop to develop and implement revisions to the Home-Based Care program. AAA plans to conduct quarterly meetings with the Home-Based Care providers within FY 2005-06 to complete the objective.

Goal 2: Include the needs of Los Angeles County's full range of diverse populations in planning and programs.

Rationale: To ensure that the tremendous diversity of language, culture, functional impairment, age, housing options, lifestyle, geography, dementia-related and caregiver needs are addressed in the planning process and that programs are responsive to the needs of consumers.

- 2.8* Establish a fundraising program that will enable relative caregivers to receive a meal for their grandchildren at a congregate meal (C-1) site when accompanied by the relative caregiver. *To be completed by June 30, 2005.* **Program Development**

Status: This objective was partially completed by June 30, 2005. A fundraising program was established during FY 2004-05. Currently, AAA staff is collaborating with our nutrition program provider network to fully implement the program and explore best practices in fundraising.

- 2.9* Work with the Community Services Resource Corporation 501(c)3, the CSS fundraising arm, to develop a fundraising program that will increase revenue for the home-delivered meal (C-2) program and decrease the waitlist for potential clients. *To be completed by June 30, 2005.* **Program Development**

Status: This objective was partially completed by June 30, 2005. AAA providers have conducted successful fundraising events to offset the waiting list for the C-2 program. Such events were a Wine Benefit on September 11, 2004, Celebrity Waiter on February 4, 2005, and a fundraising dinner in June 2005. AAA continues to explore the development of fundraising programs.

- 2.10 Establish a fundraising program that will enable a family caregiver to receive a meal at a congregate meal (C-1) site when accompanied by an eligible older adult. *To be completed by June 30, 2005.* **Program Development**

Status: This objective was partially completed by June 30, 2005. A fundraising program was established during FY 2004-05. Currently, AAA

staff is collaborating with our nutrition program provider network to fully implement the program and explore best practices in fundraising.

Goal 3:	Prepare for the demands of Los Angeles County's evolving and expanding aging and disabled adult populations.
Rationale:	To address the demographic challenges of Los Angeles County's growing adult population over the next 30 years and create a countywide consciousness about the needs of and services for the disabled adults and older adults.

- 3.9* Work with public and private housing agencies to develop a rent-to-prevent-eviction program that specifically targets at-risk older adults and adults with disabilities. *To be completed by June 30, 2005.* **Program Development**

Status: This objective was partially completed by June 30, 2005, and is reflected as new in the FY 2005-09 Area Plan. AAA is currently collaborating with the Los Angeles Homeless Services Authority (LAHSA), Los Angeles County Community Development Commission, and Los Angeles City Housing Department to further seek and develop a funding source for the rent-to-prevent-eviction program.

- 3.10* Work with public and private housing agencies to prepare an action plan with the purpose of increasing the number of emergency, transitional, and permanent housing units required to meet the current and projected needs of homeless older adults and adults with disabilities. *To be completed by June 30, 2005.* **Program Development**

Status: This objective was not completed by June 30, 2005. AAA is collaborating with the Los Angeles Homeless Service Authority (LAHSA), and other public and private housing agencies. AAA will use LAHSA's ten-year plan to end homelessness as a base. LAHSA's plan is expected to be complete in February 2006. This objective is aligned with the Los Angeles County Long Term Care Strategic Plan (LTCSP).

- 3.17* Establish a multi-disciplinary task force to determine the feasibility of establishing an Elder Abuse Forensic Center within PSA 19 that includes a strong training component for physicians, nurses, social workers and first responders. *To be completed by June 30, 2005.* **Coordination**

Status: This objective was completed by June 30, 2005. A multi-disciplinary team was established and meetings were held that determined establishing an Elder Abuse Forensic Center would be beneficial for Los Angeles County. The purpose of the center would be to improve

communication and coordination between the county agencies responsible for investigating crimes against elders and dependent adults. The community-based center would be staffed from various departments and agencies including adult protective services (APS), law enforcement (city and county), long-term care ombudsman, health services, mental health, district attorney and city attorney offices.

- 3.18 Partner with LACCOA to build a network of city-sponsored commissions on aging, including the 88 incorporated cities in PSA 19, in order to expand existing AAA program services. *To be completed by June 30, 2005.* **Coordination**

Status: This objective was partially completed by June 30, 2005. Requests for city-sponsored needs assessments were sent to the 88 incorporated cities as a first step in developing a network. AAA is continuing the effort to build a solid network of commissions on aging within Los Angeles County.

- 3.19* Work in partnership with the Los Angeles City Department of Aging (PSA 25) and the Access to Benefits Coalition in conducting community outreach to very low-income older adults and adults with disabilities to determine eligibility and enroll qualifying clients in the Medicare Prescription Drug Discount Program. *To be completed by June 30, 2005.* **Coordination**

Status: This objective was completed by June 30, 2005. The Los Angeles County AAA (PSA 19), and the Los Angeles City Department of Aging (PSA 25) conducted community outreach to very low-income older adults and adults with disabilities to determine eligibility and enroll qualifying clients in the Medicare Prescription Drug Discount Program via telephone calls, visits to Senior/Service Centers, and community activities.

- 3.20* Coordinate with the AAA Advisory Council, LACCOA and the VA Greater Los Angeles Health Care System to increase knowledge of preventive disease measures and healthy living practices among older adults in Los Angeles County through the implementation of the annual County of Los Angeles Health Fair and Senior Festival. *To be completed by June 30, 2005.* **Coordination**

Status: This objective was completed by June 30, 2005. The 6th Annual Health Fair was held on October 7, 2004 at the Santa Monica Civic Auditorium. Themed, "Aging Well, Living Well," the event offered free lunches for seniors, free health screenings, vendor booths, guest speakers, entertainment, and door prizes. Approximately 3,000 senior citizens attended the annual health fair and senior festival.

- 3.21* Increase awareness and knowledge of issues that are of interest and specific to older women by implementing and hosting the Mid-Life and Older Women's Conference in collaboration with the AAA Advisory Council; LACCOA; AARP;

and Los Angeles Commission for Women. *To be completed by June 30, 2005.*
Coordination

Status: This objective was completed by June 30, 2005. The 4th Annual Mid-Life and Older Women's Conference was held on October 9, 2004 at Pierce College. Themed, "A Spotlight on Issues," the event offered free workshops, lunch, and an inspirational speech from the keynote speaker, Stephanie Edwards. Approximately 400 people attended this event.

Goal 4: Promote customer service and accountability throughout the organization including primary recipients of services (consumers), the community, service providers, and funding sources.

Rationale: To ensure quality and improve the effectiveness of the AAA and its services.

- 4.1 Develop and implement a complete re-design of the Integrated Care Management (ICM) Program in order to improve service delivery and quality by retaining a consultant and employees knowledgeable and experienced with Linkages and Care Management / Case Management Programs. *To be completed by June 30, 2005.* **Program Development**

Status: This objective was partially completed by June 30, 2005. A Chief Community Services Analyst was hired as a coordinator for the ICM Program and a consultant was retained to assess current operations and services and develop a plan to re-design the program. This objective is reflected as new in 2005-09 Area Plan.

- 4.6 Coordinate with METRO (a.k.a. Metropolitan Transit Authority) to conduct a needs assessment to identify the transportation service gaps for older adults and adults with disabilities and client eligibility and coordinate with METRO to develop and implement recommended actions for eliminating these gaps. *To be completed by June 30, 2005.* **Coordination**

Status: This objective was partially completed by June 30, 2005. A needs assessment was completed and recommendations were made. One recommendation is to form a panel of transportation experts whose tasks will be to secure a funding source, acquire a consultant and implement the recommendations identified by the needs assessment.

- 4.19 Improve Title V program participant placement services by enhancing potential employer contacts such as Costco, Home Depot, Target and Six Flags Magic Mountain to identify and increase unsubsidized employment opportunities. *To be completed by June 30, 2005.* **Coordination**

Status: This objective was partially completed by June 30, 2005. In April 2005, a Title V participant was identified to function as a job developer. The job developer's primary duty is to establish employer contacts and provide referral services to Title V participants, resulting in unsubsidized placements. The job developer currently participates in training and development sessions designed to assist in building a network of employers to work with the Program by hiring its participants. Potential employers have been identified including those reflected in the objective. The goal is to report several unsubsidized placements once a solid network has been formed and all processes are in place.

Goal 5: Promote the awareness of the AAA and its services.

Rationale: To ensure services are accessed and utilized by disabled adults and older adults.

- 5.5 Coordinate with the Long-Term Care Coordinating Council to improve long-term care resources targeted toward the elderly, disabled, and caregiver communities, provide links to libraries, legislation, message boards, updated newsletters, prescription assistance, and local/state/national programs and services by implementing the Community Connection website for Los Angeles County. *To be completed by June 30, 2005.* **Coordination**

Status: This objective was completed by June 30, 2005. On August 26, 2004, the Los Angeles County Seniors and Disabled Community Connection website was made available to the public. The website launch was advertised and the public was invited to the St. Barnabas Senior Center in Los Angeles, which has a state-of-the-art Internet Café. The website will undergo continuous improvements and updates to provide users with current, useful information such as: community events, service and senior center locations and legislation. There have been 27,288 visitors to the site since the website was launched.

- 5.6 Work with the Los Angeles County Community Development Commission (CDC) and LAHSA on developing and including information pertaining to available housing and eligibility requirements in the Community Connection website database to increase accessibility and awareness of housing options for seniors. *To be completed by June 30, 2005.* **Coordination**

Status: This objective was partially completed by June 30, 2005. AAA convened an Affordable Housing for Seniors Forum on September 23, 2004, which included participation from the Los Angeles County CDC. The information and recommendations gathered from the forum were utilized to

develop a plan and make a recommendation to create a comprehensive housing database similar to SocialServe.com as an added feature to the Community Connection website.

- 5.9 Increase outreach efforts by Advisory Council members to senior centers located in PSA 19 utilizing county-sponsored transportation. *To be completed by June 30, 2005.* **Administration**

Status: This objective was completed by June 30, 2005. The AAA Advisory Council Nutrition Committee members voluntarily visit and monitor contracted congregate-meal sites throughout Los Angeles County. The committee members drive their personal vehicles to the sites and are reimbursed by AAA for the actual miles traveled. The AAA Advisory Council Membership/Outreach Committee Speakers Bureau gives presentations to senior centers concerning available AAA programs. The committee members drive their personal vehicles to the sites and are reimbursed by AAA for the actual miles traveled.

- 5.10 Conduct annual retreat for Advisory Council members to review overall purpose and vision to align more closely with AAA. *To be completed by June 30, 2005.* **Administration**

Status: This objective was not completed by June 30, 2005. During this fiscal year the Advisory Council did not have an annual retreat. On June 27, 2005, the Advisory Council Annual Installation of Officers and Presentation of Awards occurred. This is a smaller event that is usually included in the retreat.

- 5.12 Coordinate with social-services agencies such as WorkSource Centers and private employers to conduct a Job Fair in May 2005 to increase awareness and availability of employment opportunities for older adults. *To be completed by June 30, 2005.* **Coordination**

Status: This objective was completed by June 30, 2005. During FY 2004-05, AAA Title V administrative staff coordinated with numerous WorkSource Centers to plan and execute eight (8) Job Fairs throughout Los Angeles County. The goal of the fairs was to increase awareness and the benefits of hiring older workers.

- 5.13 Increase legal services to seniors by developing and implementing a program that provides assistance with completion of guardianship papers and orientation to the family-court system. *To be completed by June 30, 2005.* **Administration**

Status: This objective was completed by June 30, 2005. AAA contracted with agency Bet Tzedek Legal Services, which currently operates a Kinship

Care Project that provides free and expert legal services to grandparents and others raising grandchildren.

- 5.14 Work with the AAA Long-Term Care Ombudsman to conduct an inventory of the existing Family Councils within PSA 19. *To be completed by June 30, 2005.*

Administration

Status: This objective was partially completed by June 30, 2005. A meeting was held with the AAA Long-Term Care Ombudsman in August 2004 to discuss an inventory of family councils within the PSA. Due to other urgent priorities, AAA planning staff were unable to ensure the completion of an inventory.

- 5.15 Work with the DCFS to develop and implement a program consisting of a series of senior forums designed to encourage and help older adults become foster parents and/or adoptive parents. *To be completed by June 30, 2005.* **Program**

Development

Status: This objective was completed by June 30, 2005. Two senior forums were held at area senior centers during the fiscal year to encourage foster parenting and/or adoption. One was held in Long Beach in July 2004, and the other was held in August 2004 in Los Angeles. Attendance by older adults was much lower than anticipated.

- 5.16 Convene and develop a task force with the Los Angeles County Department of Mental Health (DMH), private sector and community-based organizations to promote quality mental health services to older adults and their families. *To be completed by June 30, 2005.* **Coordination**

Status: This objective was completed by June 30, 2005, and is ongoing. The AAA is represented as a member in the Los Angeles County DMH Older Adult System of Care Committee that sponsors and promotes community education and professional training opportunities emphasizing the mental health needs of older adults. Meetings are held monthly. This committee was instrumental in the passage of Proposition 63, the Mental Health Services Act (MHSA). In addition, the AAA is an active delegate in the DMH Stakeholder process, which is designed to identify service needs and the allocation of MHSA funds.

LOS ANGELES COUNTY AREA AGENCY ON AGING (AAA)

PSA 19

**TRANSMITTAL LETTER
FOR THE AREA PLAN YEAR-END REPORT
FY 2004-05**

This FY 2004-05 Year-End Report for Planning Service Area PSA 19 is hereby submitted to the California Department of Aging for approval. The Los Angeles County Board of Supervisors (Governing Body) supports the Area Agency on Aging's Year-End Report, which provides a retrospective account of progress made toward specified goals and objectives during FY 2004-05.

1. (Signed) _____
Mayor Michael D. Antonovich Date
Board of Supervisors

The Area Agency on Aging Advisory Council has had the opportunity to review and comment on the Year-End Report for FY 2004-05.

2. (Signed) _____
Peter McGrath, President Date
Area Agency on Aging Advisory Council

3. (Signed) _____
Laura Medina, Interim Director Date
Area Agency on Aging